

A shift in the life of: Wayne Stretch



Role: Trainee Adviser

How long have you been working for Citizens Advice Bucks: 2.5 Years

How did you find the training? The training has been excellent. Initial training gave me the confidence to deal with clients in a professional manner. Ongoing training has allowed me to give advice on some of the more difficult cases.

What do you do when you are on shift? Every shift is so different. You may be following up on a client that you have been working with for some time, or start speaking to new clients to understand their issues and providing advice on how to move forward.

What has been the hardest thing about your role? It can be sometimes harrowing to listen to some of the difficulties that people are facing and how traumatic it is through no fault of their own. However there is lots of support around to deal with it.

What do you enjoy the most about your work: Two things. First, helping people who can only see blank wall in front, to see that there is hope and support for them to get through their difficult time. The relief that you can hear in their voice and the gratitude they give for you supporting them is humbling. Secondly the many friends I have made and the laughs I have had whilst working here. It has been a godsend.

Citizens Advice Bucks is a local charity that provides free, impartial and confidential advice on any problem you might face. Expert advisers can help with issues involving benefits, debt, housing, employment, consumer rights, immigration, discrimination and more! As a community resource the charity can give you all the facts and possible outcomes of different options and help you make decisions and find a way forward. Citizens Advice also offer support with filing in forms, negotiating with third parties and writing letters.

0808 278 7939

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